DOCUMENT RESUME

ED 254 226 IR 051 027

TITLE	Information Resources on Online at the Reference Desk. A Selected ERIC Bibliography.
INSTITUTION	ERIC Clearinghouse on Information Resources, Syracuse, N.Y.
SPONS AGENCY	National Inst. of Education (ED), Washington, DC.
PUB DATE	Sep 84
CONTRACT	400-82-0001
NOTE	3p.
AVAILABLE FROM	ERIC Clearinghouse on Information Resources, 030 Huntington Hall, Syracuse University, Syracuse, NY 13210 (free).
PUB TYPE	Information Analyses - ERIC Information Analysis Products (071) -- Reference Materials - Bibliographies (131)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Academic Libraries; *Administrative Policy; Annotated Bibliographies; Higher Education; *Information Retrieval; *Library Planning; Microcomputers; *Online Systems; *Public Libraries; *Reference Services; Training Methods
IDENTIFIERS	*End Users; OCLC

ABSTRACT

Seventeen articles and reports published between 1982 and 1984 and cited in "Current Index to Journals in Education" and "Resources in Education" are listed in this bibliography on online services at the reference desk. Topics include interpersonal relations as a necessary part of the information transfer process; role of the searcher versus that of the end user; advantages, disadvantages, and legal implications of online reference searching with a microcomputer; the implementation of free online search services in a public library, including policy decisions and planning, operating procedures, publicity, and usage evaluations; effectiveness of various online systems--DIALOG, OCLC, Research Libraries Information Network--as reference tools; current trends in academic libraries; acceptance by librarians of online ready reference searching; administrative considerations; planning stages, service regulations, fees charged, and publicity methods used in the provision of end-user search services using BRS/After Dark; problems created by the increasing numbers of databases--standardization, vendor contracts, training, restricted access, duplicate citations; public library business collections and reference technologies; issues having a possible impact on online search services including full text databases, front-end processors, downloading to create personal files from commercial databases, and pricing; free versus fee-based online search services; and the compilation of a quick reference chart of the main searching and printing commands and support features for a variety of search systems. In addition to bibliographical information and annotations, ERIC accession numbers are provided. (THC)

ED254226

INFORMATION RESOURCES ON. . .

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
This document has been reproduced as received from the person or organization originating it.
Minor changes have been made to improve reproduction quality.
Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

ONLINE AT THE REFERENCE DESK

A Selected ERIC Bibliography

Citations in this bibliography were selected from the Educational Resources Information Center (ERIC) indexes Current Index to Journals in Education (CIJE) and Resources in Education (RIE).

Bonta, Bruce D. Online searching in the reference room. Library Trends, Winter 1983, 31(3), 495- 510.

Interpersonal relations as necessary part of information transfer process are considered with respect to online searching in reference setting. Major concerns discussed are processes and activities of online searching, role of searcher versus that of end-user, and future trends of reference service in increasingly online environment. Fifty-five references are provided. (EJS).

Casbon, Susan. Online searching with a microcomputer--getting started. Online, November 1983, 7(6), 42-46.

Based on online searching experiences on microcomputer at a small liberal arts college, this article outlines for the novice advantages and disadvantages of micro-searching, legal implications, future trends, and factors to consider in selecting hardware and software. A 16-item bibliography arranged in order of usefulness and 10 references are included. (EJS)

Donati, Georgia Fox; Kreisel, Martha Moss. Free online searching in a public library system: An unscientific study. Online, March 1933, 7(2), 12-19. (Available UMI: EJ 276 818)

Discusses the implementation of free online search services at the Mount Vernon Public Library for all registered borrowers of the county library system. Policy decisions and planning. operating procedures, publicity, and usage evaluation are noted. Retrieval procedures, search request forms, and sample searches are appended. (EJS)

Droessler, Judith B.; Rholes, Julia M. Online services at the reference desk: DIALOG, RLIN and OCLC. Online, November 1983, 7(6), 79-86.

Major goals of study of online systems as reference tools--DIALOG, OCLC, Research Libraries Information Network--in a university library were to evaluate effectiveness of each system as supplement to printed reference tools and public catalog; determine costs; and investigate effectiveness of brief training sessions for reference desk staff. References are cited. (EJS)

Freides, Thelma. Current trends in academic libraries. Library Trends, Winter 1983, 31(3), 457-74.

Identifies leading issues in academic reference service based on survey of literature with emphasis on 1970s and 1980s--bibliographic instruction, computer-based reference and bibliographic services, personnel--related topics (specialists, generalists, professional development, nonprofessionals in reference service), measurement and evaluation, and scope and character of reference service. Thirty-four references are cited. (EJS)

Golomb, Katherine A.; Reisman, Sydelle S. Using DIALOG for ready reference. Library Journal, April 15 1984, 109(7), 786-88. (Available UMI: EJ 298 417)

Description of the Westport (Connecticut) Public Library's experience with DIALOG as an effective ready reference tool highlights introduction of the search service, location of the terminal, the three most popular databases, a workshop to provide online training for the entire reference staff, and costs and free searches. (EJS)

Hitchingham, Eileen; And Others. A survey of database use at the reference desk. Online, March 1984, 8(2), 44-50. (Available UMI: EJ 296 992)

Discusses results of mail survey eliciting 180 responses from libraries concerning reference use of online databases. Reference database users profile, activity levels and online use, acceptance by librarians of online ready reference searching, administrative considerations, print materials and online availability, and ready reference questions are highlighted. Eight references are cited. (EJS)

Janke, Richard V. Online after six: The University of Ottawa's experience with BRS/After Dark. Paper presented at the Annual Users Meeting of Bibliographic Retrieval Services, Inc., 8th, Boston, MA: October, 1983. (ERIC Document Reproduction Service No. ED 241 027; MF-$.97, PC-$2.15)

This paper describes the provision of end-user search services in the libraries of the University of Ottawa using BRS/After Dark. Program planning stages, service regulations, fees charged, and publicity methods are described.

IR051037

BEST COPY

Lynch, Mary Jo. Research in library reference/information service. Library Trends, Winter 1983, 31(3), 401-20.

This review of library reference service research, which focuses on the provision of information in response to questions, covers measurement of reference service, evaluation using unobtrusive techniques, online search services, information needs and uses.

McKee, Elizabeth Chadbourn; Perry, Larry Stephen. Reference and OCLC: A practical checklist of questions for the terminal. RQ, Spring 1984, 23(3), 339-49. (Available UMI: EJ 298 471)

Summarizes methods of searching currently available for OCLC, provides list of questions that can be answered with terminal (monographic series, mock subject searching, bibliography, government documents, serials, microforms, music, birth/death dates, corporate bodies, name authority, variant editions, artistic transpositions), and demonstrates OCLC's usefulness at reference desk.

Nichol, Kathleen M. Database proliferation: Implications for librarians. Special Libraries, April 1983, 74(2), 110-18. (Available UMI: EJ 281 400)

Discusses problems of increasing numbers of databases (standardization, vendor contracts, training, restricted access, duplicate citations), noting implications for change in librarian's role as supplier of decision making data (education, users groups, search aids, information brokers, collection evakluation, reference and source databases, information malpractice). Fifteen references and a bibliography are provided. (EJS)

Ojala, Marydee. Public library business collections and new reference technologies. Special Libraries, April 1983, 74(2), 138-49. (Available UMI: EJ 281 403)

Interviews were conducted with the heads of 11 business branches of major public libraries to exasmine how these experts view the future of the public library in the electronically dominated information environment of the future. Eleven references and a list of librarians interviewed are appended. (Author/EJS)

Roose, Tina. Online database searching in smaller public libraries. Library Journal, September 15 1983, 108(16), 1769-70. (Available UMI: EJ 288 436)

Online database searching experiences of nine Illinois public libraries--Arlington Heights, Deerfield, Elk Grove Village, Evanston, Glenview, Northbrook, Schaumburg Township, Waukegan, Wilmette--are discussed, noting search costs, user charged, popular databases, library acquisition, interaction with users, and staff training. Three sources are noted. (EJS)

Tenopir, Carol. Databases: Catching up and keeping up. Library Journal, February 1 1983, 108(3), 180-82.

Presents list of sources providing information about reference uses of databases emphasizing those which are commercially available and issues and developments in online database searching. Citations to introductory textbooks, other useful monographs, journal articles, bibliographies, periodicals, directories, professional groups, conferences, vendors' publications, and ONTAP files are included. (EJS)

Tenopir, Carol. Full-text, downloading, & other issues. Library Journal, June 1 1983, 108(11), 1111-13. (Available UMI: EJ 283 015)

Isues having a possible impact on online search services in libraries are discussed including full text databases, front-end processors which translate user's input into the command language of an appropriate system, downloading to create personal files from commerical databases, and pricing. (EJS)

Weaver, Carolyn G. Free online reference and fee-based online search services: Allies, not antagonists. Reference Librarian; (Video to Online), Fall-Winter 1982, (5-6), 111-18.

Describes the dual service philosophy at McGoogan Library, University of Nebraska Medical Center, which includes fee-based online search services and free use of online databases for reference purposes. The position of the American Library Association, viewpoints from the field, and record-keeping and accounting procedures are reviewed. Seven references are listed. (EJS)

Wells, Christine A. Quick reference command languages chart. Online Review, January 1983, 7(1), 45-50.

Describes the compilation of a quick reference chart of the main searching and printing commands and support features for the following command languages--Basis, Bibliographic Retrieval Service, Dialog, Elhill, Eurolanguage, Grips/Dirs, Orbit, Quest, Questel. Differences between command languages are discussed and a copy of the chart is appended. (EJS)

****

All citations to journal articles from CIJE can be obtained from a library, borrowed through interlibrary loan, or ordered through UMI, 300 N. Zeeb Rd., Ann Arbor, MI 48106 ($12.00 per article), if so indicated. Those with ED numbers are from RIE and can be read at an ERIC microfiche collection or ordered in microfiche or paper copy from EDRS, P.O. Box 190, Arlington, VA 22210.

BEST COPY